Learning Conversation Notes	
Name of Partner: Family Law	Date: 10/19/05
Facilitator & Self-Help Clinic	
Number of Children Served:	Ages: 71, 0 yr, 65, 1 yr 104, 2 yr 100,
	3 yr 119, 4 yr, 113, 5 yr
When Served: 3/10/05 to 9/30/05	Gender: Ethnicity:
	300-Male 310 - Caucasian
	271-Female 2 - African Amer.
	46 – Hispanic
	13 – Asian
	40 – Multi-Race
	89 – No Response
	000 – Other

Conversation Participants: Mike Romero, Nancy Baggett, Frances Cervantes, Diane Bras, Deborah Bradley, Yvonne Peabody, Tom Greyson, Debbie Dahl, Lisa Boch, Judy Marston, Heidi Kolbe

Outcomes:

- All parents of children prenatal through 5 served by the Facilitators
 Office are supported with legal information and referrals for needed
 services. Therefore the lives of their children will be improved.
- Partnerships are established with law schools and the Facilitators
 Office so that law students are trained to work in the clinic at low or
 no cost. Through this process First 5 funds for staff support are
 augmented to sustain services to families of 0-5.

Performance Measures:

- Demographics (ages, gender, and when served)
- Track referrals made to other agencies
- Questionnaires for parents who are served more than once
- Facilitator data collection instrument
- Number of law school partners and students serving 0-5

What is this data telling us about achievement of outcomes?

Numbers of customers go up when their children reach ages 2 to 5 bracket. More parents of this age group are seeking facilitator services due to a variety of reasons. There are 664 parents with 0-5 children using services in the 3/10/05 to 9/30/05 timeframe. Numbers indicate that there is a good representation of the county population demographically. Parent demographic data for this period is similar to past periods. The vast majority of parents speak English, about 58% are employed or self-employed, ethnicity matches the county breakdown, 10% have a college degree, 304 parents have come more than once, over a 1/3 of the customers were first timers, age of parents represents what you would expect

with younger children, 70% earn less than \$3,000 a month, and there are considerably more females than males utilizing the services.

A trend that the paralegals are noticing is that more fathers are primary caretakers and/or custodial parents.

Most referrals are made by friends and other programs, such as Peace for Families CAPC, FRC, STEP and website, this shows that people are learning about the service.

Domestic violence is identified twice as often as being an issue by the Facilitator's Office as by the customer.

Tuesday and Thursday are the busiest days of the week due to the restraining order courts referring customers on those days (the Facilitators Office can assist with preparing orders and agreements).

Data shows that 65% of customers have divorce cases, which seems high. Staff thinks that approximately 50% of cases are from non-married customers.

The largest number of people are seen in under an hour. 28% of the cases can be taken care of in 30 minutes or less and 27% in 1-2 hours.

While they have made an effort to capture information on referrals to other agencies, referrals reported appear to be under-reported. This is an increase from last time. The referral relationship with MIC has been strengthened. Regarding referrals made to other agencies by the Facilitators Office, MIC (18), sales of the divorce videos (16), FRC (14), ECRSP (3), Victim Witness (3), Al Anon (7) and Narcotics Anonymous (6).

Once the court and the Facilitators Office move to South Placer it is expected that the customer load will increase. For this reason the Facilitator's Office is changing to a workshop format.

The Facilitators Office has collected about 800 parent surveys over the last 6 months with 170 that had responses. The survey asked parents how the services of the Family Law Facilitators Office helped their child. The most common response was related to custody orders. This speaks directly to the outcome of supplying needed legal services to parents; this has in turn impacted children's lives by making them safer.

Data related to sustainability:

- Two law schools referring, 2 from McGeorge Law School and one from Lincoln Law School in the last 6 months.
- We reviewed their larger sustainability plan

In what ways will we apply what we have learned from our data?

The program intervenes at a critical time in parent relationship. This presents an opportunity for not only parenting programs but for enrichment activities for children.

There are a few simple adjustments that can be made to the survey tool that will increase the accuracy of the data collected.

The structure of the Facilitators Office seems to be working to see the customers that need the service.

The collaboration between the Facilitators Office and Legal Services of Northern California allows customers to be seen in a timely manner without having to self-triage. The most appropriate staff is able to assist customers without regard to funding source.

A simple cost effective, informative data collection method can be devised and administered with minimal staff time impact. This data not only informs First 5 on outcomes but also helpful in the larger state context.

Other points that were made during the conversation:

The Facilitators Office has added a new service to be able to assist with stepparent adoption as part of the Law SHAC Project.

The Facilitators Office now has a work-study contract with McGeorge Law School which is a financial aid program that would provide law student staff at very low cost - but have not had any takers. The Facilitator's Office is optimistic that when move to South Placer will have some law students participate in the work-study program.

The Facilitators Office has an expanded focus on a collaborative being implemented through the new Gold Country LAW Self Help Assistance Center, (The Law SHAC). The Facilitators Office will be folded into "The Law SHAC." Services will include education regarding the appropriate law through videos, handouts and internet, process information forms assistance through workshops, one-on-one assistance and phone consultations, and referrals for legal advice and social services. Workshops with possible future video links to remote locations on divorce, custody, support, guardianship, conservatorship, eviction, and restraining orders. The funding for this new center has been received through grants, court contributions and video sales. The Do It Yourself Divorce

video will be marketed online for approximately \$13 (includes shipping and handling) and proceeds will be used to possibly fund production of other self-help videos. Clinic staff consists of an attorney, 2 paralegals, interns and volunteers. Major funders include the court, First 5 and LSNC. Most appointments will be scheduled but they will still take walk-ins.

Next Steps:

Contact First 5 partners: UCCE Ready to Succeed, PCOE resource and referral (lending library), CAPC (books), etc.

Mike is willing to do a training for staff on the First 5 Network of Care website and provide brochures.

The South Placer Justice Center will have a children's waiting room. Look to other First 5 partners to help setup. Contact Francine Nunes.

Contact Linda Peterson at CAPC regarding their Home Visiting Program for resources and possible referrals. Invite them to attend a staff meeting.

Staff will solve the problem around collecting accurate data by listing case type rather than acronyms and assisting volunteers.

Contact Michael Rahilly from ECRSP for assistance in simplifying the process for referring families from the Facilitator's Office. Contact First 5 staff with updates regarding progress.

Investigate the use of video conferencing to provide services to the North Slope and other remote areas.

Next meeting: March 8, 2006, 1-4:30 PM